



STATE OF WASHINGTON  
DEPARTMENT OF COMMUNITY, TRADE AND ECONOMIC DEVELOPMENT

128 - 10<sup>th</sup> Avenue SW • PO Box 42525 • Olympia, Washington 98504-2525 • (360) 725-4000

DATE: August 21, 2008

TO: CTED Management Team

FROM:  Juli Wilkerson, Director

SUBJECT: AUGUST 8, 2008 QUARTERLY INTERNAL GMAP SESSION

Once again I was pleased with the level of discussion and collaboration across divisional lines we experienced in our internal GMAP session. I also found the lunch discussion very informative and appreciated your feedback on our GMAP process.

The purpose of this memo is to highlight action items identified in the GMAP session. The due date for all action items is **November 14, 2008** (our internal GMAP session).

#### PUBLIC WORKS BOARD

**Output and Outcome Performance Measures** – Provide a GMAP slide that includes the new performance measures for Public Works Board activities and include an action plan detailing the steps need and when you will begin tracking the data.

#### ADMINISTRATIVE SERVICES

**Commute Trip Reduction** – Identify how we are going to calculate other commutes, such as carpooling to meetings.

**Computer Lifecycle Replacement** – Include expected replacements for upcoming quarters in your chart so divisions know when their computers are scheduled for replacement.

**Hiring timeline** – Add quarters to your chart to begin establishing a trend. While time is important, we need to make sure we don't risk quality. Consider also tracking how long new hires stay with CTED.

#### DIRECTOR'S OFFICE

**Customer Satisfaction** – Provide analysis and action plans in all your GMAP slides.

**New Performance Measures** – The Director's Office has identified a couple new performance measures. Begin tracking and presenting data.

#### FINANCIAL SERVICES DIVISION

**New Performance Measures** – FSD has identified several new performance measures. Begin tracking and presenting data.

#### LOCAL GOVERNMENT

**Small Communities Initiative** – Projects meeting their major milestones was proposed as an additional measure for this activity. Please begin reporting results.



## INTERNATIONAL TRADE AND ECONOMIC DEVELOPMENT

**Trade** – Title your measure to clearly communicate *projected* export sales. Include items causing pressures on trade in your analysis and provide more detail on things we can do to minimize the impact in your action plan.

**Statewide Programs** – Modify performance measures. Consider if and how to link in ADO data.

## HOUSING

**Low Income Weatherization Program** – We are approaching our FY 2008 targets for both Low Income Weatherization performance measures. As discussed in the May GMAP session, please conducted an analysis prior to adjusting your targets down.

**Homeless Housing Assistance** – It was confirmed that other states have similar programs. Please contact them and get comparison data.

Continue to consider how to combine the results of the number sheltered and the percent exiting to permanent housing.

## COMMUNITY SERVICES

**Energy Food Assistance** – Provide details on the eight recommendations from the “Fork in the Road” report that we will implement.

**Long Term Care Ombudsman** – As discussed in the May GMAP session, segment complaints by level of seriousness, and those that delay resolution so we can identify areas that need improvement.

**Retired Senior Volunteer Program** – Provide cost per placement in your map.

**Asset Building for Working Families** – As discussed in the May GMAP session, include growth of the accounts in the chart.

Please provide a map.

**Community Mobilization** – Determine if there is a way to track a participant over time (post participation).

Consider providing a map.

## COMMUNITY SERVICES CONTINUED

**Project Safe Neighborhoods** – Conduct an analysis of how the percent reduction in index crimes data connects with OCVA data.

Please continue to work on the display of the data.

Thank you for your hard work and commitment to our GMAP processes. If you have questions or need assistance, please contact Jan Marie, Cyndee or me.

cc: CTED Leadership Team